

New CO-OP Concierge Program

TRUE Community Credit Union is now offering a new CO-OP Concierge program that allows us to collect and maintain multiple points of contact for you while traveling and permits identification of VIP cardholders to avoid unwanted fraud blocks. CO-OP Concierge offers individual levels of VIP service for Falcon case handling, bypassing authorization, or both. There are two components to the program which are listed in detail below:

Falcon Travel Notification:

This feature allows you to submit travel information to the credit union to decrease the chance of your debit card being blocked. The database contains member name, tele-phone numbers, travel destination(s) with start and end dates, and individualized block-ing instructions. This data can be easily referenced during the travel time period if a transaction is questioned. This tool is used in conjunction with the Falcon Fraud Manage and 24/7 Falcon Case Management Service.

VIP Authorization Block Bypass:

Authorization Block would be used by the credit union to immediately deny any transactions that meet specific criteria. For example, Jewelry stores in city A or all transactions in country Z. As an extension of the Authorization Block service, the VIP Authorization Block Bypass allows the credit union to identify elite cardholders they do not want to subject to any of the Authorization Blocks in place during a specific time period.

Please contact our Risk Management department by calling (517)784-7101 if you will be traveling to a foreign country and are concerned that your debit card may be blocked.

PLEASE NOTE: These services only apply to our MasterMoney Debit Cards and do NOT apply to any of our VISA Credit Cards.

